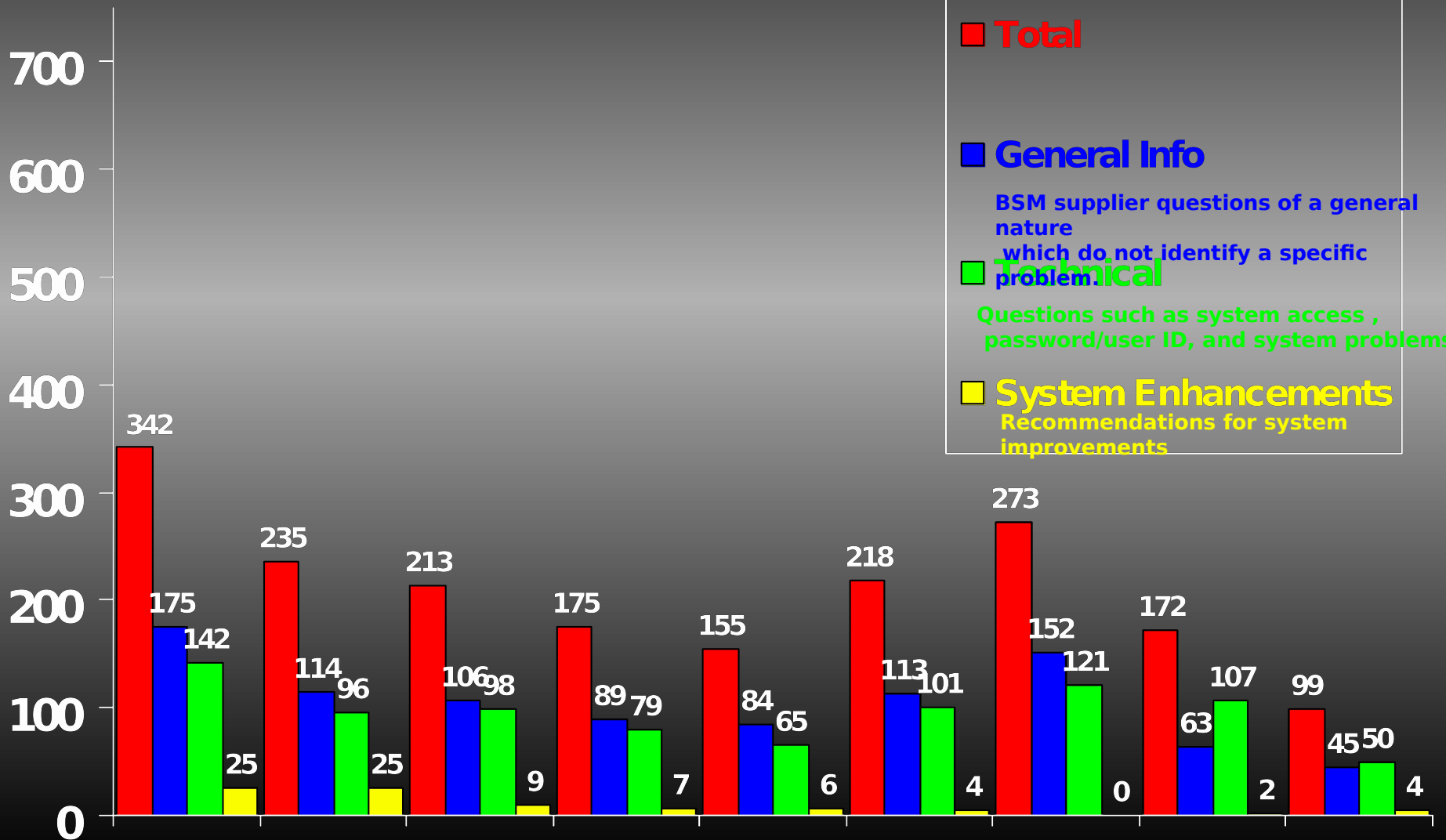




# SRweb RELATED CONTACTS

As of 12 Jun 03



**Total**

**General Info**  
BSM supplier questions of a general nature which do not identify a specific problem

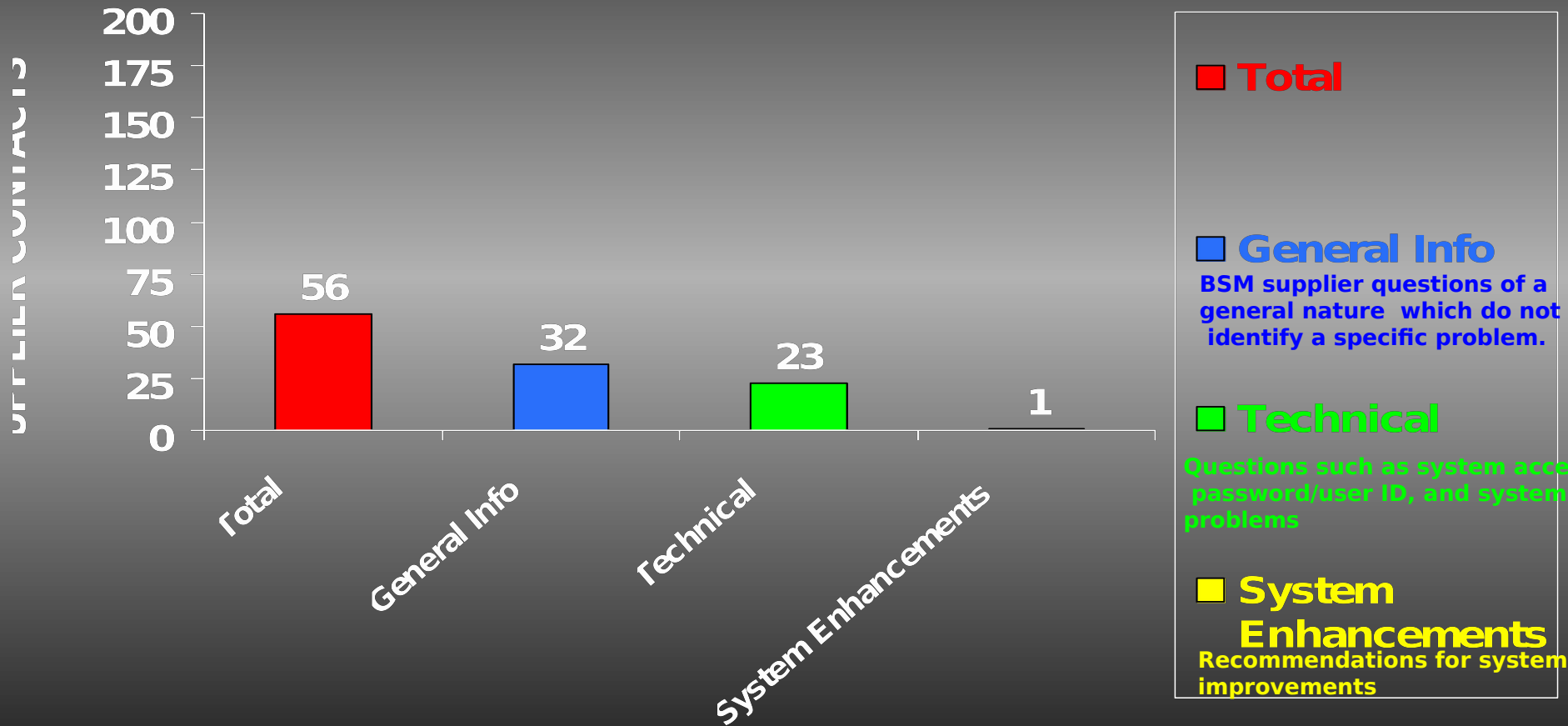
**Technical**  
Questions such as system access, password/user ID, and system problems

**System Enhancements**  
Recommendations for system improvements



# SRweb RELATED CONTACTS

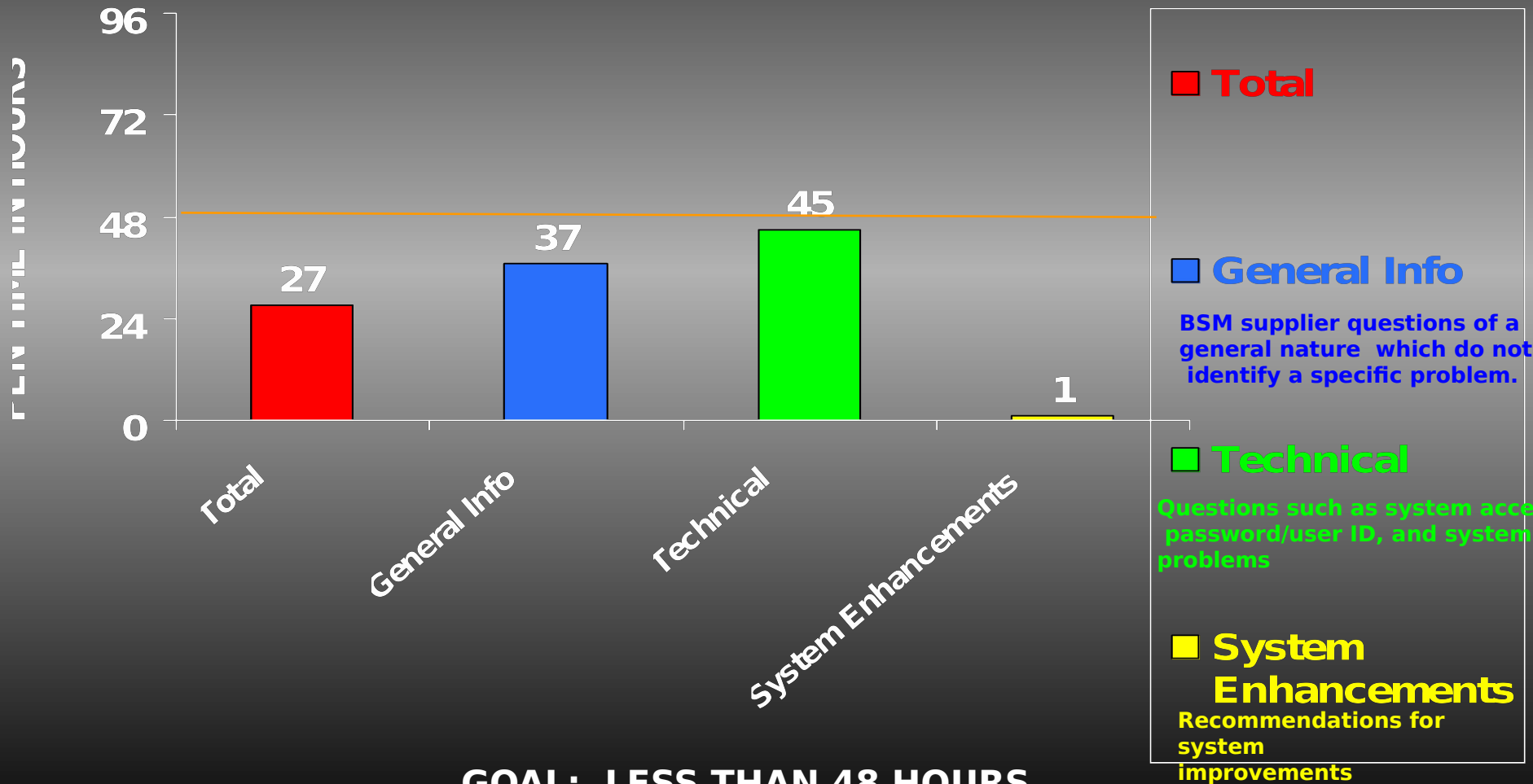
WEEK OF 6 - 12 Jun 03





# SRweb ISSUES

Average Resolution Time  
6 - 12 Jun 03

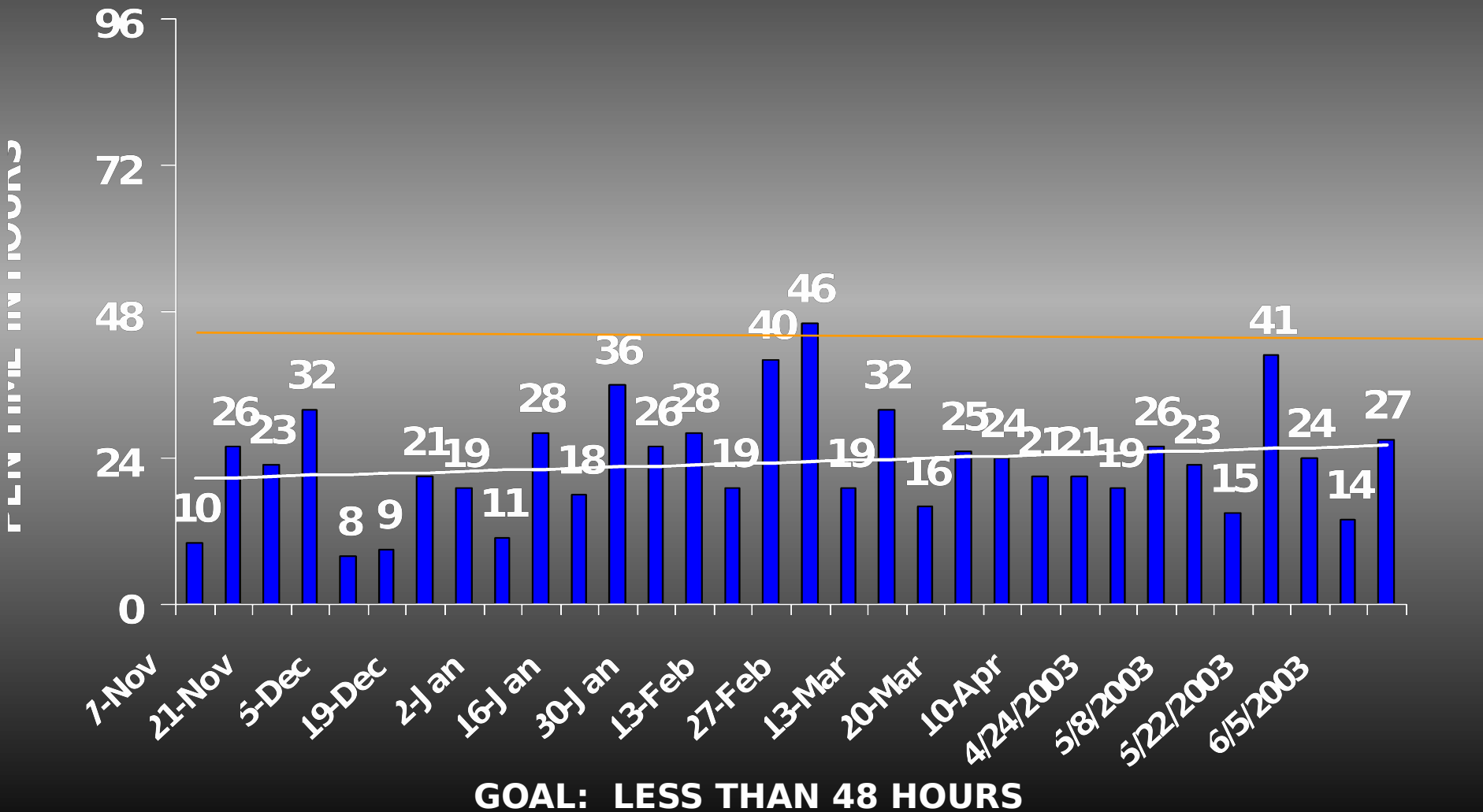


**GOAL: LESS THAN 48 HOURS**



# SRweb ISSUES

## Average Resolution Time (Trend)





# AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR  
SUSPENSE

AS OF 12 Jun 03

